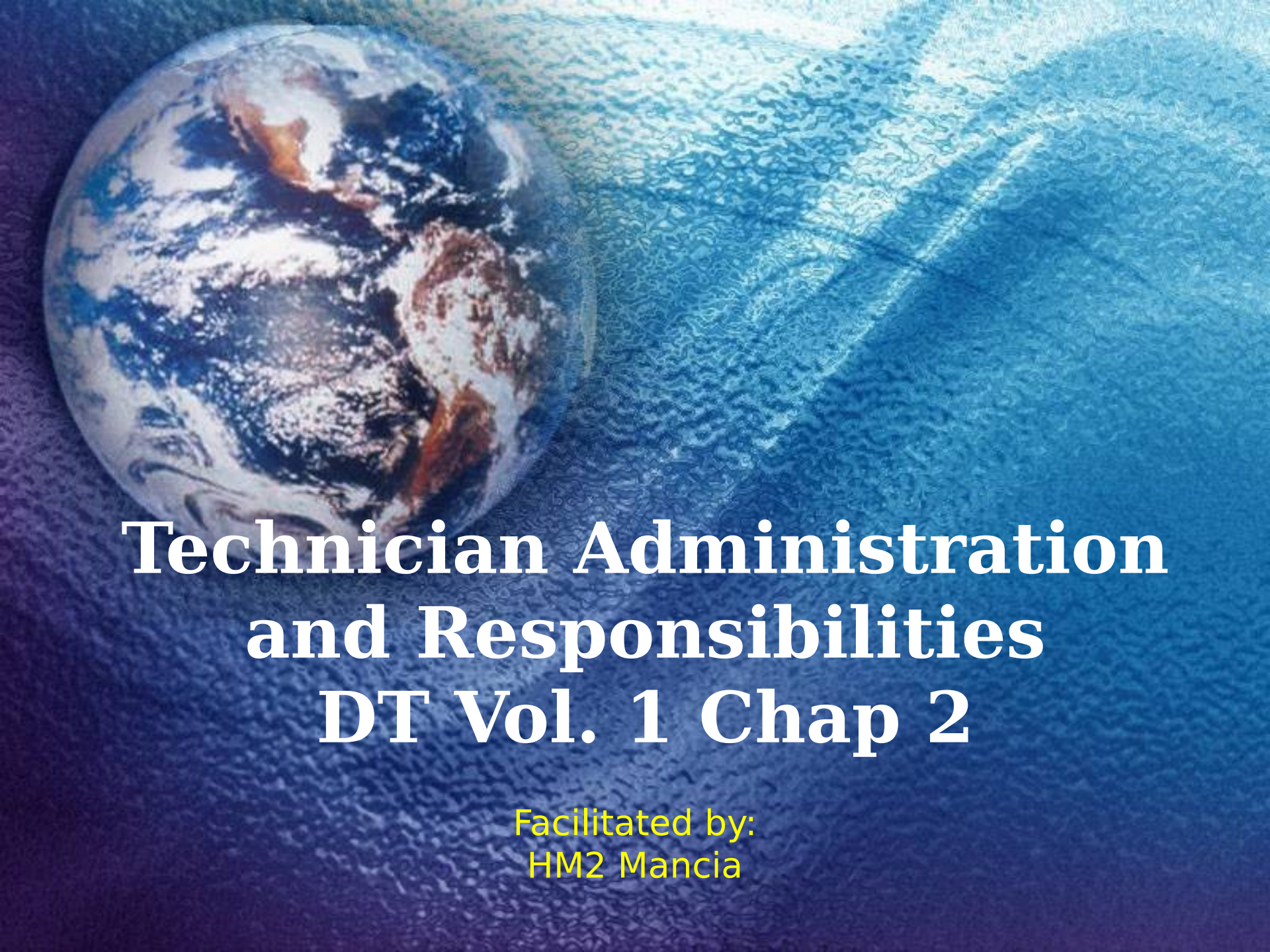


Technician Administration and Responsibilities DT Vol. 1 Chap 2

Facilitated by:
HM2 Mancia

- The efficient operation of a dental clinic depends upon its administration and its personnel

Patient contact point

Patient contact point is when two people interact. Three factors involved:

- The Patient
- The health care provider
- The physical spaces

Records and Reception

- The records and reception area (Front Desk) is directly responsible for the image of the dental service provided.

Telephone Courtesy

- Try to answer by the third ring
- Never diagnose on the telephone
- Never prescribe on the telephone

Treatment Eligibility

- You must verify the eligibility through the Defense Enrollment Eligibility Reporting System (DEERS).

Types of Dental care

- Routine
  - Preventive
  - Corrective
- Emergency
  - Relief of pain
  - Control bleeding
- Elective
  - Ortho

Priority Categories

- 1A – Active Duty
- 1B – Reserves
- 2 – Family Members of active duty
- 3 – Senior Reserve Officers' Training Corp
- 4 – Retirees and their families
- 5 – Civilian employees
- 6 – All others

Patient Register

- It lists every patient who was seen at the DTF on a particular day
- Contains:
  - Name
  - Date
  - Rank/Rate
  - Reason for visit

Patient Call List

- Use for patients requiring extensive treatment, or need to be seen sooner than normally possible.
- Used to fill broken appointments or cancellation
- Contains:
  - Name
  - Rank
  - Telephone
  - Treatment to be performed

Dental Computerized Recall

- Used to schedule patients return on a 3, 6, 12 month basis
- Uses 12 separate lists (one for each month)

Patient Contact Program

- Program used to allow patients the ability to voice and document unsatisfactory or satisfactory treatment

Dental Treatment Record NAVMED 6150/21-30

Preprinted Digit	Jacket Color
1	Green
2	Yellow
3	Gray
4	Tan
5	Blue
6	White
7	Almond
8	Pink
9	Red
0	Orange

Patients w/out SSNs

- 800
- Month
- Day
- Year

- For a patient born July 10, 1945
  - Assign 800-07-1045 as the “substitute” SSN

Family Member Prefix (FMP)

Relationship to Sponsor	FMP Code
Sponsor's oldest child (including stepchildren)	01
Sponsor's next oldest child	02
Sponsor's third oldest child, etc.	03
Sponsor (active duty, retired, and Reserve uniformed services personnel of Army, Air Force, Marine Corps, Coast Guard, Public Health Service, and National Oceanic and Atmospheric Administration)	20
* Sponsor's current spouse	30
* Sponsor's eligible former spouses	31-39
Sponsor's family member mother/stepmother	40-44
Sponsor's family member mother-in-law	50-54
Sponsor's family member father-in-law	55-59
Other authorized sponsor's family members	60-69
Beneficiaries authorized by statute (SECNAV designees, etc.)	90
Non-beneficiary emergencies	98
All other authorized personnel (foreign national, etc.)	99

Record Retirement

- A record will be retired January 1 on the calendar year (CY) following a 24 month period of no patient exam or treatment.

Record Retirement Tape

DATE OF LAST TREATMENT (Calendar Year)	COLOR TAPE FOR JACKET
1995, 2001, 2007	Green
1996, 2002, 2008	Red
1997, 2003, 2009	Blue
1998, 2004, 2010	Black
1999, 2005, 2011	Yellow
2000, 2006, 2012	White
2001, 2007, 2013	Green

Record Category Tape

- Used immediately below the retirement year tape box

  - Blue – Active Duty and Reservists over 30 days
  - Red – Reservists
  - Yellow – Family Members
  - Green – Retirees
  - Black – All others

Terminal Digit Filing System

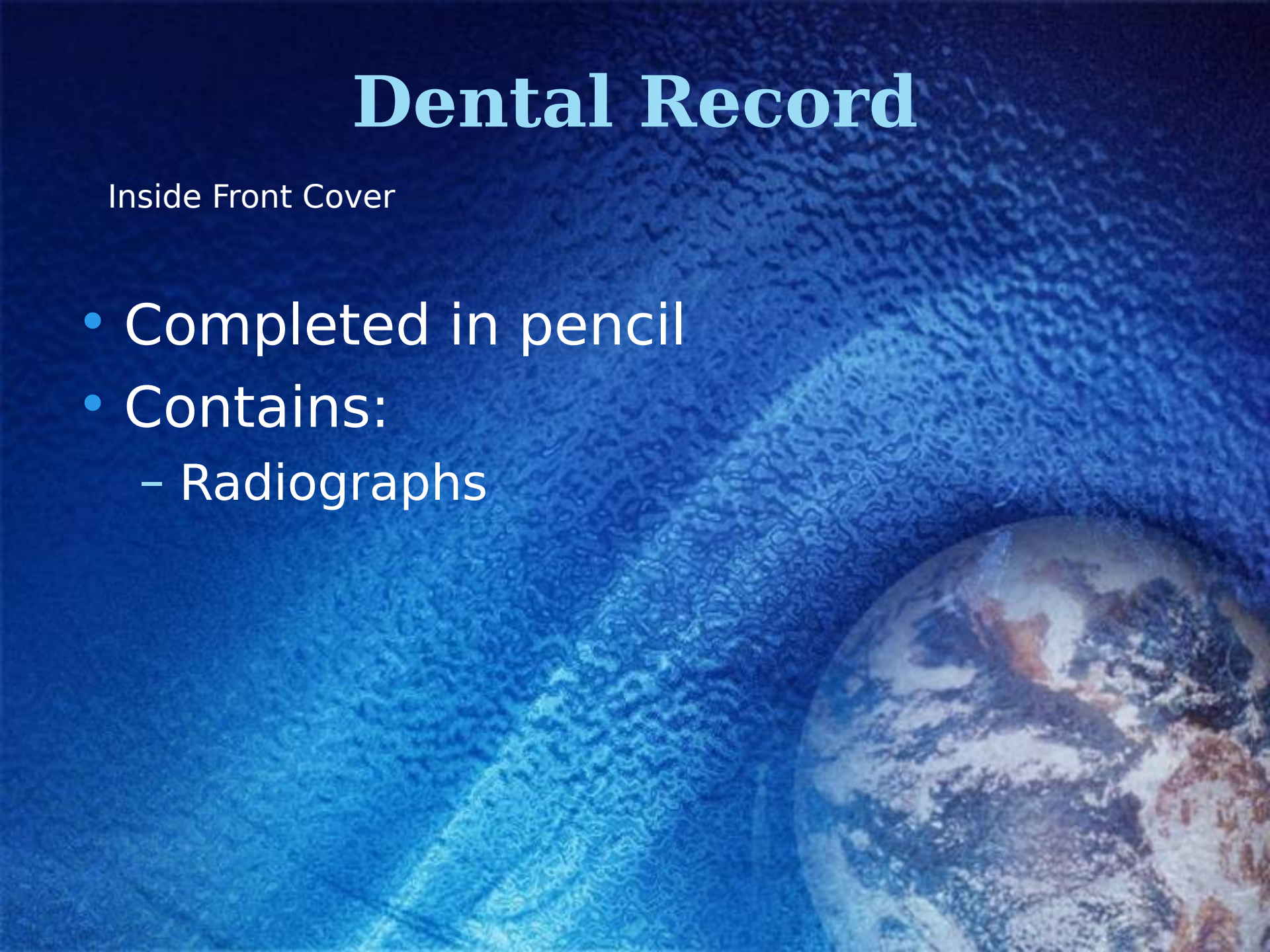
- SSN 123-45-6789
  - Primary Group Second Group Third Group

    89 67 123-45

Dental Record

Inside Front Cover

- Completed in pencil
- Contains:
  - Radiographs



Dental Record

Front of Center Page

- Preprinted DD 2005 – Privacy Act Statement
- Contains:
  - NAVMED 6600/3 – Dental Health Questionnaire

Dental Record

Back of Center Page

- Preprinted Disclosure Accounting Record
- Contains:
  - All Dental Exam Forms EZ603s in reverse chronological order

Dental Record

Inside Back Cover

- On this page of the dental record jacket, place all other forms:
  - Current Status Form
  - EZ603a
  - SF 513
  - SF 502
  - SF 509
  - SF 515
  - SF 522
  - Etc.

Tidbits

- Records are not to be charged out for more than 5 days
- Loose forms are retained for 1 year

Few Forms

- NAVMED 6600/3 – Dental health Question
  - Must be reviewed before each treatment
- NAVMED 6600/5 – Dental Appt. Daily
  - Used as the appointment book
- NAVMED 6600/6 – Dental Appt. Card
  - Given to each patient for each appointment
- NAVMED 6600/11 – Daily DIRS
  - Record of treatment performed daily
  - Tracks clinical or lab procedures

Few Forms (cont.)

- DD 2005 – Privacy Act Statement
- DD 877 – Request for Dental Record Information
- NAVMED 6150/7 – Charge-out form
- NAVMED 6150/21-30 – Dental record
- EZ603 – Dental Exam Form
- EZ603a – Dental Treatment Form

Few forms (cont.)

- SF 513 – Consultation Sheet
- SF 502 – Narrative Summary
- SF 509 – Doctor’s progress notes
- SF 515 – Tissue examination
- SF 522 – Request for anesthesia

Any Questions?

The most current EZ603a is filed in what section of the NAVMED 6150/21-30?

A. Inside front cover

B. Inside back cover

C. Front of Center page

D. Back of Center page

Answer:

B. Inside Back Cover

What log list will show the date, name, grade/rate, and reason for visit?

A. Appointment Register

B. Patient Register

C. Front Desk Register

D. Patient Call List

Answer:

B. Patient Register

The Request for Dental Record Information Form

A. DD 778

B. DD 878

C. DD 787

D. DD 877

Answer:

D. DD 877

A good rule is to try to answer the telephone by which maximum rings?

A. 1 ring

B. 2 rings

C. 3 rings

D. 4 rings

Answer:

C. 3 rings

Which department is directly responsible for the image of the dental service provided?

A. Front Desk

B. Oral Diagnosis

C. Operative

D. Surgical

Answer:

A. Front Desk

A patient's eligibility must be verified through which of the following systems?

A. NEETS

B. DIRS

C. DENCAS

D. DEERS

Answer:

D. DEERS

Maximum time allowed for the retention of loose forms?

A. 12 months

B. 2 years

C. 1 year

D. Both A and C

Answer:

D. Both A and C

What priority category will retirees be placed in?

A. 1A

B. 1B

C. 2

D. 4

Answer:

D. 4

What record category tape is used for retirees?

A. Black

B. Red

C. Yellow

D. Green

Answer:

D. Green

The NAVMED 6000/1 DIRS record is designed to give providers what type of treatment record?

A. Weekly

B. Monthly

C. Daily

D. Quarterly

Answer:

C. Daily

The Dental Computerized recall system uses a maximum of how many lists?

A. 3

B. 6

C. 9

D. 12

Answer:

D. 12

What program allows patients to voice and document how they are treated?

A. Patient Contact

B. Patient Quality Assurance

C. Patient Survey

D. Patient Complaint

Answer:

A. Patient Contact

What total number of factors are used in a patient contact point?

A. One

B. Two

C. Three

D. Four

Answer:

C. Three

- The patient
- The provider
- The dental spaces

What type of list is used for patients requiring extensive treatment?

A. Patient Call List

B. Patient Recall Roster

C. Patient Register

D. Patient Wait List

Answer:

A. Patient Call List

Which of the following treatment is considered elective care?

A. Tooth Extractions

B. Relieving Pain

C. Orthodontics

D. Dental Exam

Answer:

C. Orthodontics

The Dental Record Jacket is what NAVMED form?

A. 6150/10-19

B. 6150/20-29

C. 6150/11-20

D. 6150/21-30

Answer:

D. 6150/21-30

Where are radiographs located in the Dental record jacket?

A. Inside Front Cover

B. Inside Back Cover

C. Front Center Page

D. Back Center Page

Answer:

A. Inside Front Cover

The format printed on the inside front cover should be completed in what?

A. Black Pen

B. Pencil

C. Red pen

D. Indelible Pencil

Answer:

B. Pencil